Federal Contact Center Registry
Member Organization Profile

Complete all fields using "N/A" for "not applicable" as needed.
Please spell out all department and agency names (no acronyms)

Name of Help Desk or Call Center:

Department/Agency:

Help Desk or Call Center Web Page:

What system(s) or service(s) do you support:

Type of customers you support [check all that apply]:
 -Public   -Government employees   -Military   -Mix (specify)

Average monthly number of customer assists:

Total number of customers:

Staffed by [check all that apply]:
 -Federal employees -Contractors -Military -Mixed (specify)

Staff size (total FTEs):

How many years in operation?

Call tracking and/or problem management system(s) in use:

Point of Contact Name (must be a federal employee):

Point of Contact Title:

Point of Contact Email:

Point of Contact Telephone Number:

Street Address:

Mail Code:

City/State/Zip:

Biggest challenge facing your contact center in the next year: